

ICC SMART TIPS

BEFORE HIRING A HOUSEHOLD GOODS MOVER



ARE THEY PROPERLY LICENSED?

Moving into a new home can be stressful. Hiring the right moving company doesn't have to be.



- ✓ If you are moving within Illinois (intrastate), make sure the moving company has a Household Goods License from the ICC.
- ✓ If you are putting your property into storage, be sure the company holds a current Warehouse License from the ICC.
- ✓ If moving across state lines, make sure the moving company is licensed by the Federal Motor Carrier Safety Administration (FMCSA) to conduct interstate household goods moves.

10 SMART TIPS TO HIRING A MOVER

- Get recommendations from friends, relatives and coworkers.
- **DO NOT** choose a company that only advertises a phone number.
- Require a written estimate. If you can, show them the contents of every room, closet, attic, cellar, and garage you want moved, and talk about what they can expect at the new home.
- Discuss your options for loss and damage protection – get it in writing.
- Call the ICC at [217-782-6448](tel:217-782-6448) to verify rates on file.
- Be prepared to pay 110% of the written estimate. The mover cannot hold your goods if you pay the amount on the written estimate, plus 10% if the estimate was too low. Paying with a credit card offers more protection.
- If a mover offers 'freebies' (cartons, tape, etc.) ask questions to avoid later surprises.
- Tipping is not required. If the moving crew demands a tip, call the company immediately.
- Start your search at least 6 weeks in advance of your move.
- Visit the ICC's website at www.icc.illinois.gov/utility/default_hhg.aspx to see if the mover is licensed.

If you wish to file a complaint against a Household Goods Mover, call **217-782-6448**.



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